Air Conditioning

There is no power on my air condition unit
Ensure the circuit breaker for the air conditioning is in the UP position on the main switchboard in the apartment.

E/C is displayed on the control unit?
Turn off the circuit breaker for the air conditioning by putting the switch in the DOWN position on the main switchboard. Wait 2-3 minutes before turning the switch back on. This will reset the unit. If E/C is still displayed you will need to have the unit serviced.

E/P is displayed on the control unit
This may be because general maintenance is being undertaken in the main plant room. Call Concierge who will have a member of the team check the plant room. If Concierge advise there is no maintenance taking place in the plant room it is most likely that the unit in the apartment requires a service or general maintenance.

Filter light is displayed on the unit
The filters probably need to be cleaned. You can do this by taking them out and washing them, allowing them to dry before replacing them. Speak to Concierge for information on the location and how to remove the filters.

We strongly recommends that air conditioning units are serviced at least once a year.

Beeping Smoke Detector

Check the circuit breaker
Check the circuit breaker is in the UP position on the main apartment switchboard.

Replacing the unit /checking the battery
Remove from the ceiling by sliding in the direction of the arrow on the detector. All smoke detectors are hardwired. However some units do have a back up battery that can be removed and changed. If the unit has no back up battery and continues to beep the unit will need to be replaced.

Please speak to concierge for details of where to purchase a replacement detector.

Recommended for services and repairs

Air conditioning
AE Smith - 9721 1999 or 1300 313 313

Plumber
Watermaster - 1300 737 476

Electrician
Nuvo Electrical - 9001 3000

Handyman
Harry the Handyman - 0458 174 922

Speak to Concierge at anytime if you require any further information or recommended trades.

EUREKA Living

Eureka Tower Apartment Trouble Shooting Guide

Concierge 9685 0188
Concierge@eurekatower.com.au

Visit the Eureka Tower Website
www.eurekaliving.com.au

Concierge 9685 0188
Concierge@eurekatower.com.au

Water

There is no water in my apartment
Check to ensure the water valves are turned on. Water valves are located behind the grill above the front door to the apartment.

The water in my apartment is murky/dirty?
Try running all the taps in the apartment for around 30 seconds to 1 minute. Also flush all the toilets in the apartment.

I have a water leak in my apartment what should I do?
Contact Concierge immediately. We will send a member of the team to your apartment so that the possible source of the leak can be located as soon as possible to prevent any further damage.
You will be asked to complete a service request form. If required we can then recommend a plumber or handyman to undertake works to rectify the fault.

Intercom

My intercom is not working
Ensure the unit is switched on. A red light indicates when the unit is on. If there is no red light check the switchboard in the bedroom.

The sound is working but there is no picture?
Check the contrast and brightness are not turned down. You can adjust this with the buttons on the bottom of the unit.

For any other faults relating to the intercom please speak to the Concierge Team.

Power

There is no Power in my apartment
Check all circuit breakers are on - The apartment switch board is located in the cupboard of the bedroom closest to the common corridor (usually the main bedroom). Check all circuit breakers are in the UP position.
If a circuit breaker has tripped, this is usually the result of a new appliance being plugged in that has overloaded the circuit or a faulty appliance that has caused the system to trip out for safety. You can check this by unplugging your appliances then plugging them back in one at a time to see when the circuit trips.

All my circuit breakers are on but I still have no power?
This may be because the common area circuit breaker that supplies power to the apartment has tripped. Give the Concierge Team a call and a member of the team will check the common area switchboard for you.

We have checked all the above but still have no power?
This would indicate that there is either a local power outage to the area which can be confirmed by contacting City Power, or your electricity has been disconnected which you can confirm by contacting your chosen electricity supplier.

Why does the power trip out?
For safety all switchboards are fitted with earth leakage circuit break protection and circuit breakers for lights and power.

EUREKA

Any apartment faults should be reported to the Concierge Team.
If you are a tenant you will also need to report the fault to your real estate agent.

Gas

There is no gas in my apartment
Check the gas valves are turned on. These are located either in the cupboard or behind the drawers under the hot plate cook top.
You will see two yellow levers, these should both be parallel to the pipes.

The gas will not stay on when using the cook top?
This may be because the cook top has not been used in some time. Try holding down each cook top knob individually for about 10 seconds.

The electric igniter is not working?
Ensure the igniter is plugged in and switched on. The plugs are located in the same position as the gas valve.

There is a strong smell in my bathroom/ laundry
Check if the smell is coming from the vanity unit. If the smell is coming from the vanity it may be because the Studor vent may need cleaning or could possibly be faulty.
As a temporary measure you can try flushing all the pipes with warm water and detergent. Do this with the floor drains as well.
To fix the problem speak to the Concierge Team who will provide an information sheet on how to check if the vent requires cleaning or has a fault. If there is a fault it will need to be replaced.